Using iPass Secure Anywhere

Secure Remote Access for Hallmark Independent Retailers

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Using iPass Secure Anywhere (iSA)

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Overview

iPass Secure Anywhere (iSA) provides secure remote access to your store network. With iSA, you can use a personal computer to access the Point-of-Sale Xpress (POSX) backroom PC at individual stores via your home or corporate headquarters broadband. You can also use iSA in conjunction with security cameras and digital video recorders (DVR) at your stores.
iSA uses Cisco's® SSL VPN and Multi-Factor Authentication's SecureAuth certificate deployment for two-factor authentication; it also meets secure transport guidelines outlined in requirements four and eight of the Payment Card Industry (PCI) Data Security Standard.

System Requirements

Store Systems

Backroom PC (Primary Server)

Systems located at the store must be running Symantec's pcAnywhere software; this is the only approved and supported software that works with iSA for backroom PC access. The backroom PC comes with the server software pre-installed. Do not load a different version of pcAnywhere on your backroom PC. In most instances, you will have to verify that this software is operational prior to attempting to connect the backroom PC.

The latest information about how to obtain the software and how to verify if the backroom PC is set up correctly can be found in the next section of this guide.

Surveillance Cameras

Network-enabled surveillance cameras must be physically connected to the correct port on the back of the Cisco router at the store as well as have the correct local IP address statically assigned. Additionally, the camera's software must be configured to listen on specific open ports listed in later sections of the user guide.

Other systems

iSA is configured not to accept or allow any other connection types or protocols to hosts other than the backroom PC(s), surveillance cameras or other pre-approved protocols used by various applications. If you have a need to allow other types of traffic to additional hosts not currently allowed, you can request this access. Requests will be granted if the access type conforms to the Payment Card Industry security standard and Hallmark's access policies.

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Remote Computers

Windows-based PC with Compatible Web Browser

The computer(s) that will be accessing the store systems must be Windows-based PC's (Windows 2000, NT, XP, Vista or Win7) with Internet access running Microsoft's Internet Explorer version 6.X, 7.X or 8.X or Mozilla's Firefox version 2.X and 3.X. Additionally, your PC will need to have Java installed. Verify if your PC is running Java at the following link: http://www.java.com/en/download/installed.jsp. If you need to download and install Java, please access the following link: www.java.com.

iPass provides iSA users with an unlimited PC license meaning a single user can use multiple remote computers (i.e., home office and office computers) to access multiple store(s) backroom PC's, DVR's and other allowed systems. You cannot share user credentials however; each user must have a separate license.

Any remote computers must meet the compliance requirements outlined in the Payment Card Industry's Data Security Standard which includes but is not limited to, an active anti-virus client and firewall software.

pcAnywhere

pcAnywhere versions 9.2 through 12.1 are the only versions compatible with the POSX backroom PC. **No other version will work.** If you do not already own a copy, you may purchase applicable and licensed versions of pcAnywhere from Amazon: http://www.amazon.com/Symantec-12132368-PCanywhere-12-1-User/dp/B000QJ09QA.

> **NOTE:** The pcAnywhere version you purchase does not have to match the version running on the backroom PC.

Validating Store Systems

Backroom PC (Primary Server)

Before attempting to connect using iSA, you will need to validate that the systems you wish to connect to (backroom PC and surveillance camera DVR's) are ready to accept connections remotely. Your remote PC (the PC you use to access your store) also requires special configuration. Hallmark maintains the latest information, along with information about remote printing, on the Retail Technology web site. You can find this information after logging into *HallmarkLink* (http://www.hallmarklink.com).

HallmarkLink ➔ Hallmark Links ➔ Retail Technology ➔ Broadband ➔ FAQ and Tips ➔ Tips ➔ Preparing to Use iPass Secure Anywhere

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RETAIL TECHNOLOGY
SEARCH
POSX
CROWNLINK 2.0
BROADBAND
ROM
PCI
CONTACT US
Program Information
Hallmark/iPass Web Site
Communications
FAQ and Tips
Home > Broadband > FAQ and Tips
PRINT THIS PAGE
Tips
Find tips for using broadband most effectively in your store here.
•Bookmarking favorites on the register
•Preparing to Use iPass Secure Anywhere
• ABOUT RETAIL TECHNOLOGY • SITE MAP • PRIVACY & SECURITY • LEGAL INFORMATION •
• POSX • CROWNLINK 2.0 • BROADBAND • ROM • PCI • CONTACT US •
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Supported DVR's

iSA has been pre-configured to support the default access settings for the following DVR brands and models:

- Q-See QSD6209 9 Channel MPEG4 Network DVR
- ADT Model A-ADT800E-250
- ADT Model A-ADT9E

If you have a DVR of different make and model, it will not work with iSA until you change the access ports. These can be obtained in the next section. Please refer to the user manual that came with your DVR to determine how to modify the access ports.

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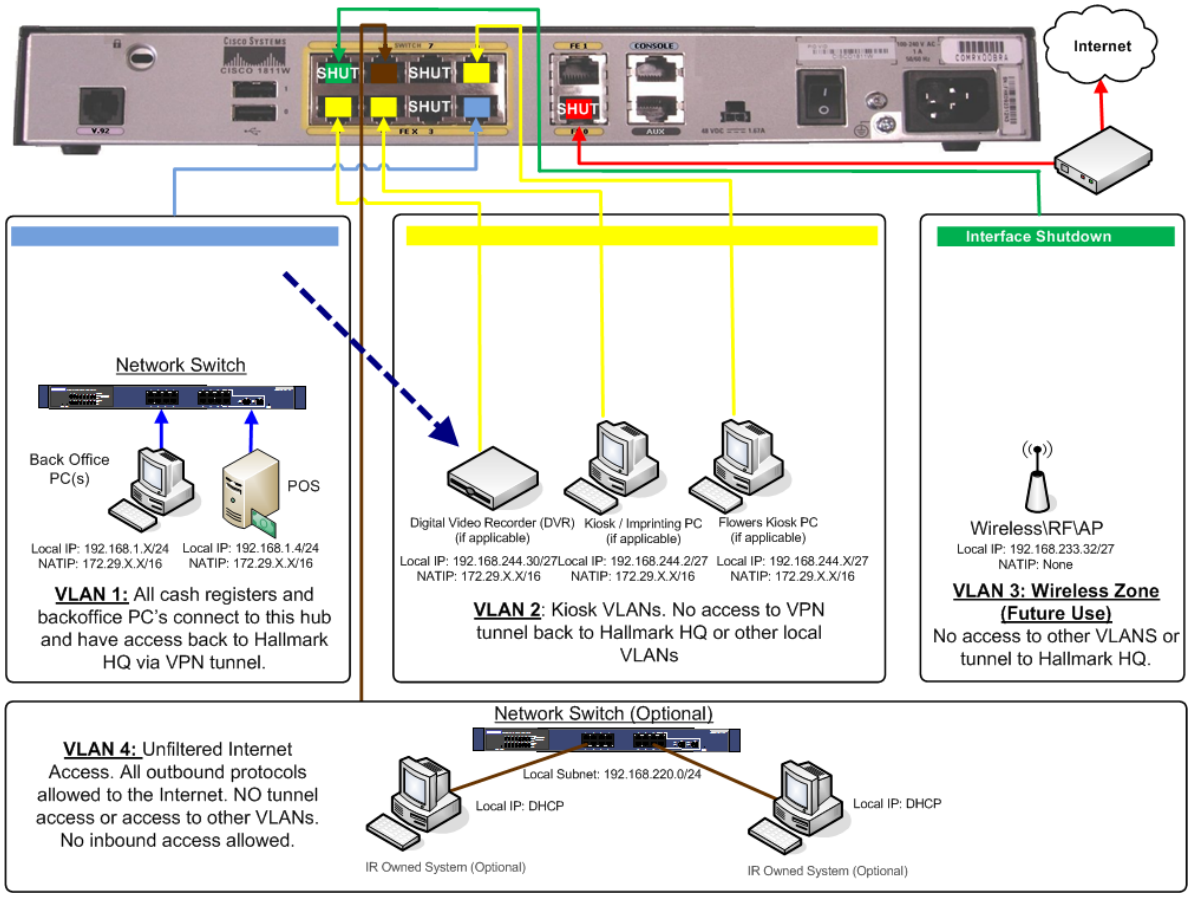
DVR Physical Connection Requirements


Internet
SHUT
SHUT
SHUT
SHUT
Interface Shutdown
Network Switch
Back Office PC(s)
POS
Local IP: 192.168.1.X/24
NATIP: 172.29.X.X/16
Local IP: 192.168.1.4/24
NATIP: 172.29.X.X/16
VLAN 1: All cash registers and backoffice PC's connect to this hub and have access back to Hallmark HQ via VPN tunnel.
Digital Video Recorder (DVR) (if applicable)
Kiosk / Imprinting PC (if applicable)
Flowers Kiosk PC (if applicable)
Local IP: 192.168.244.30/27
NATIP: 172.29.X.X/16
Local IP: 192.168.244.2/27
NATIP: 172.29.X.X/16
Local IP: 192.168.244.X/27
NATIP: 172.29.X.X/16
VLAN 2: Kiosk VLANs. No access to VPN tunnel back to Hallmark HQ or other local VLANs
Wireless\RF\AP
Local IP: 192.168.233.32/27
NATIP: None
VLAN 3: Wireless Zone (Future Use)
No access to other VLANS or tunnel to Hallmark HQ.
VLAN 4: Unfiltered Internet Access. All outbound protocols allowed to the Internet. NO tunnel access or access to other VLANs. No inbound access allowed.
Network Switch (Optional)
Local Subnet: 192.168.220.0/24
Local IP: DHCP
Local IP: DHCP
IR Owned System (Optional)
IR Owned System (Optional)

Per the diagram above, please ensure that the DVR is connected to port 5 of the 1811 at each store.

DVR Configuration Parameters

Following the user guide that shipped with your DVR, please ensure that the device is configured with the following IP address information.

IP Address	192.168.244.30
Subnet Mask	255.255.255.224
Gateway	192.168.244.1
DNS 1	192.168.244.1
DNS 2	198.6.1.5

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Allowed DVR Access Ports

If you have a different make/model of DVR, it will work if you modify the access ports the device listens on for remote connections. The ports that you can use are listed below. It is not required to use all of these ports for your DVR to work properly. Please refer to the manual your DVR came with to configure it to use these allowed ports.

Port	Protocol
5000	TCP
5001	UDP
8016	TCP
8200	TCP
8201	TCP
10018	TCP
10019	TCP
8080	TCP
80 (HTTP)	TCP
443 (HTTPS)	TCP

iPass SSL VPN Enrollment and Access

In order to use iSA, you will need the username and password supplied to you in the order completion e-mail. You will also need to "enrol" your web browser on the remote PC upon first use and every 90 days thereafter. This section will walk you through the process of enrolling your browser.

1. Begin by pointing your browser to https://isa.ipass.com.
2. If you are using **Vista** or **Windows 7**, you must add https://isa.ipass.com as a trusted site. Follow the procedures below to do this.
    a. In Internet Explorer, select **Tools ➔ Internet Options**
    b. When the **Internet Options** pops up, select the **Security** tab, then **Trusted sites** and finally the **Sites** button.

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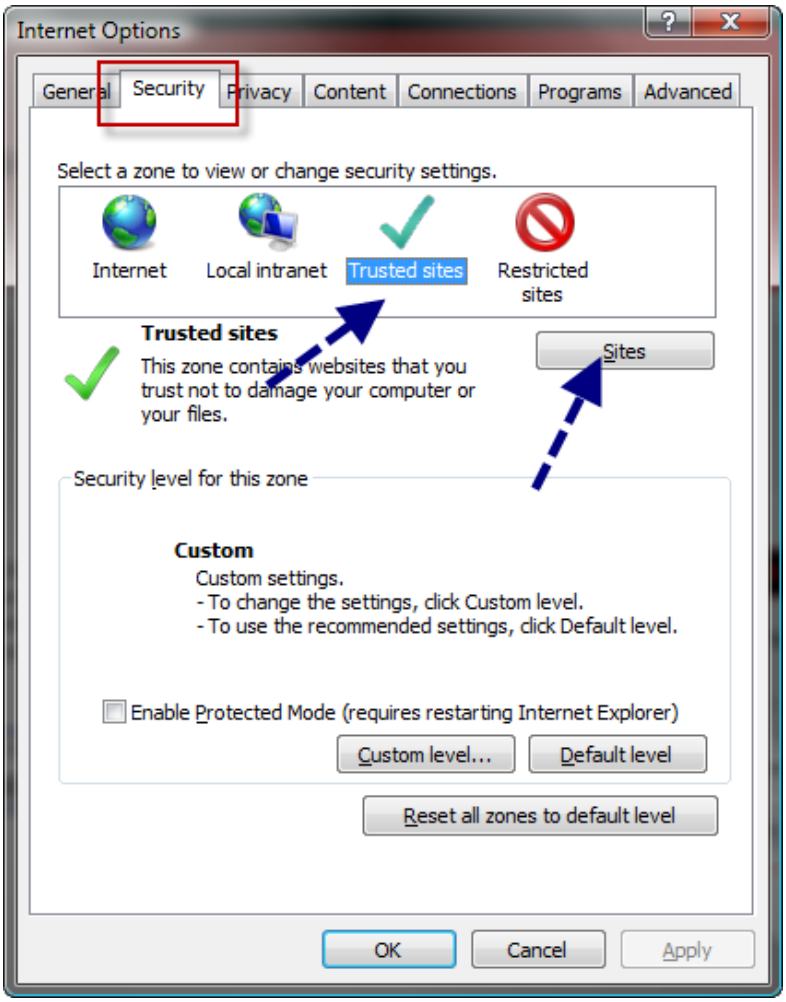

c. When the **Trusted sites** box pops up, click **Add.**

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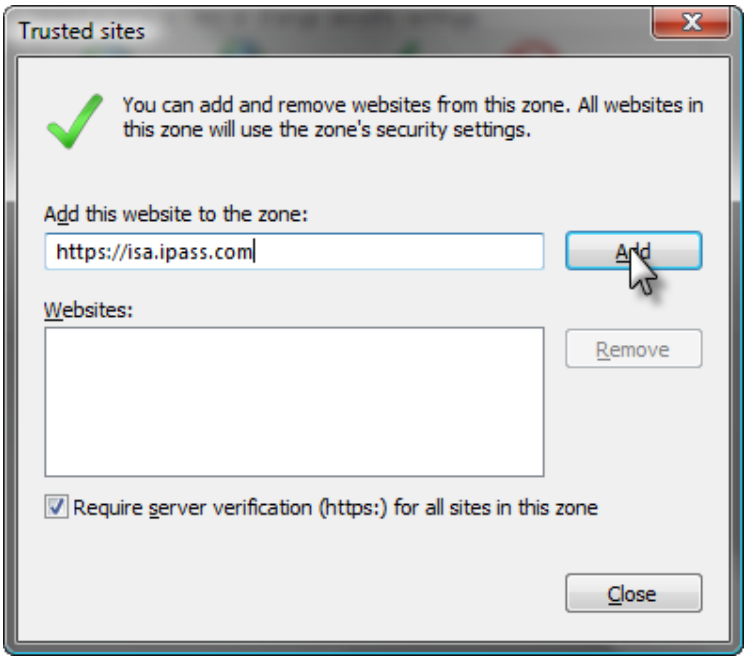
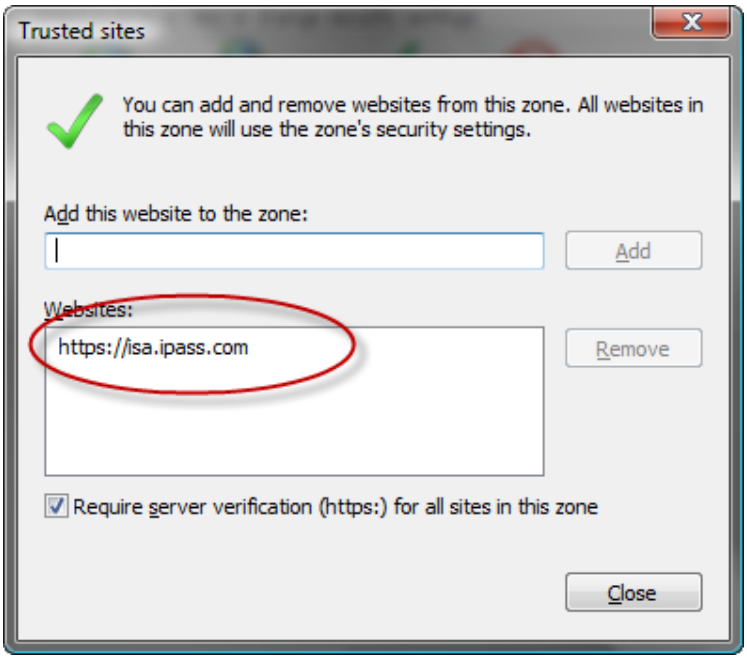

Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
https://isa.ipass.com
Add
Websites:
Remove
Require server verification (https:) for all sites in this zone
Close


Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
Add
Websites:
https://isa.ipass.com
Remove
Require server verification (https:) for all sites in this zone
Close

d. Hit **Close.**

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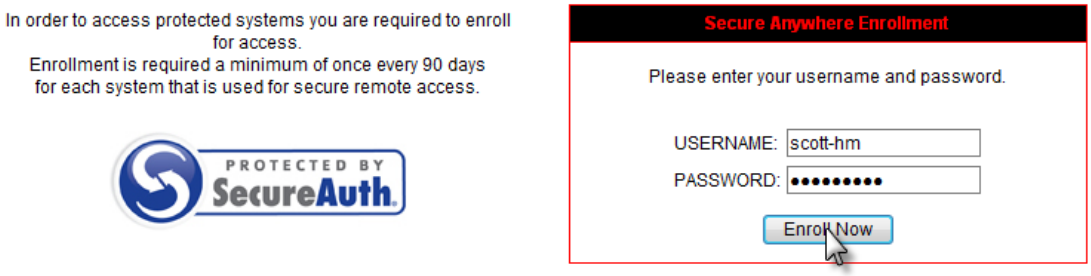
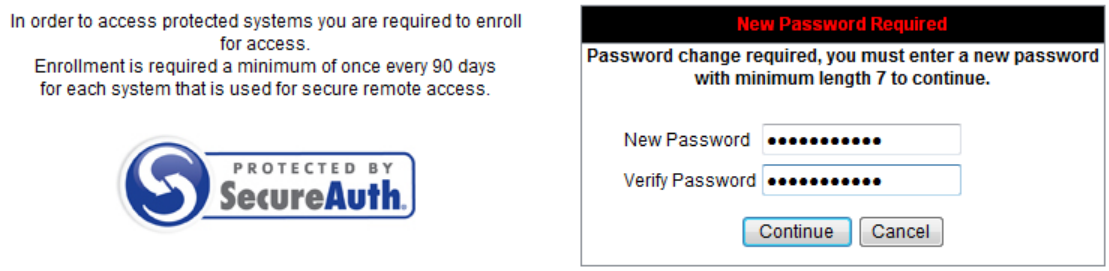
3. Enter the initial username and password provided to you in the welcome e-mail.


In order to access protected systems you are required to enroll for access.
Enrollment is required a minimum of once every 90 days for each system that is used for secure remote access.
PROTECTED BY SecureAuth
Secure Anywhere Enrollment
Please enter your username and password.
USERNAME: scott-hm
PASSWORD:
Enroll Now

4. You will be prompted to change your password the first time logging in and every 90 days thereafter. You password must be at least 7 characters long and use a mixture of upper and lower case characters and numerals.


In order to access protected systems you are required to enroll for access.
Enrollment is required a minimum of once every 90 days for each system that is used for secure remote access.
PROTECTED BY SecureAuth
New Password Required
Password change required, you must enter a new password with minimum length 7 to continue.
New Password
Verify Password
Continue
Cancel

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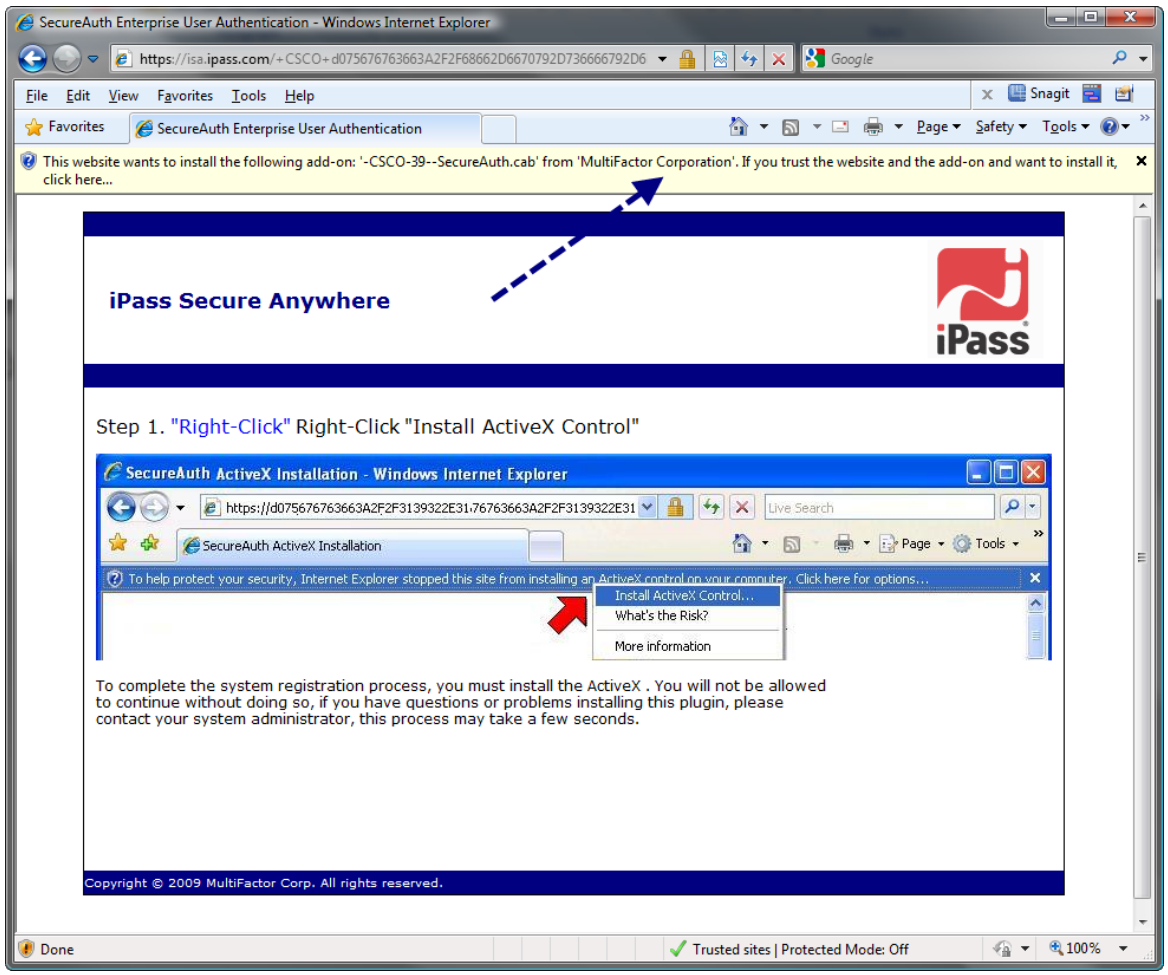
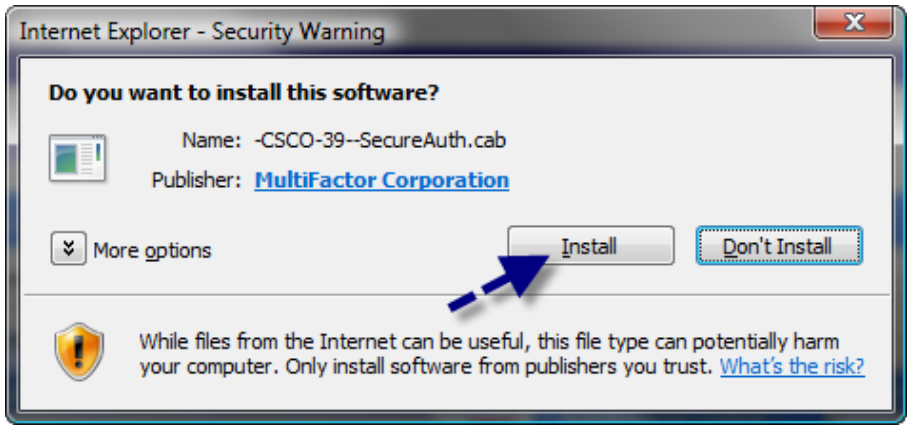
5. Now that you have changed your password, you will be required to “enroll” your browser. This means that your browser will be issued a digital certificate that identifies this PC as yours. Before this can occur, you must allow the certificate delivery software to be installed.


SecureAuth Enterprise User Authentication - Windows Internet Explorer
This website wants to install the following add-on: '-CSCO-39--SecureAuth.cab' from 'MultiFactor Corporation'. If you trust the website and the add-on and want to install it, click here...
iPass Secure Anywhere
iPass
Step 1. "Right-Click" Right-Click "Install ActiveX Control"
SecureAuth ActiveX Installation - Windows Internet Explorer
To help protect your security, Internet Explorer stopped this site from installing an ActiveX control on your computer. Click here for options...
Install ActiveX Control...
What's the Risk?
More information
To complete the system registration process, you must install the ActiveX . You will not be allowed to continue without doing so, if you have questions or problems installing this plugin, please contact your system administrator, this process may take a few seconds.
Copyright © 2009 MultiFactor Corp. All rights reserved.
Done
Trusted sites | Protected Mode: Off
100%


Internet Explorer - Security Warning
Do you want to install this software?
Name: -CSCO-39--SecureAuth.cab
Publisher: MultiFactor Corporation
More options
Install
Don't Install
While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. What's the risk?

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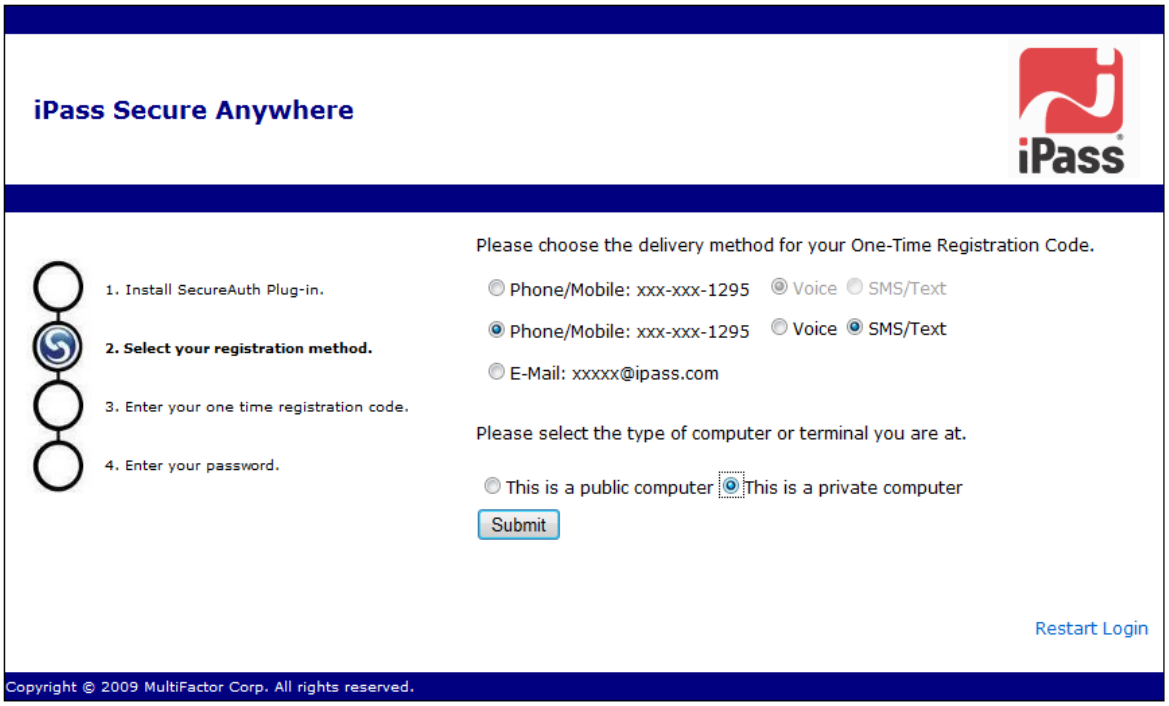
6. After the ActiveX is installed you will be prompted to choose a method to authorize the certificate delivery. Authorization will deliver a One Time Password (OTP) via telephone, a text message to your cellular phone, or the email address contained in the iPass order. If you need to correct any of these, you must contact the iPass order desk toll free at 866-364-HELP (4357) option 3 (8:00 A.M. – 5:00 P.M. PT Monday – Friday) with and request this information be updated.


iPass Secure Anywhere
iPass
1. Install SecureAuth Plug-in.
2. Select your registration method.
3. Enter your one time registration code.
4. Enter your password.
Please choose the delivery method for your One-Time Registration Code.
Phone/Mobile: xxx-xxx-1295 Voice SMS/Text
Phone/Mobile: xxx-xxx-1295 Voice SMS/Text
E-Mail: xxxxx@ipass.com
Please select the type of computer or terminal you are at.
This is a public computer This is a private computer
Submit
Restart Login
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NOTE: If you select "**This is a public computer**", the certification installed will expire after *a day*. Select "**This is a private computer**" if the computer you are installing the certificate on will be the primary system use to access store systems. This selection will result in certificate that will not expire for *90 days*.

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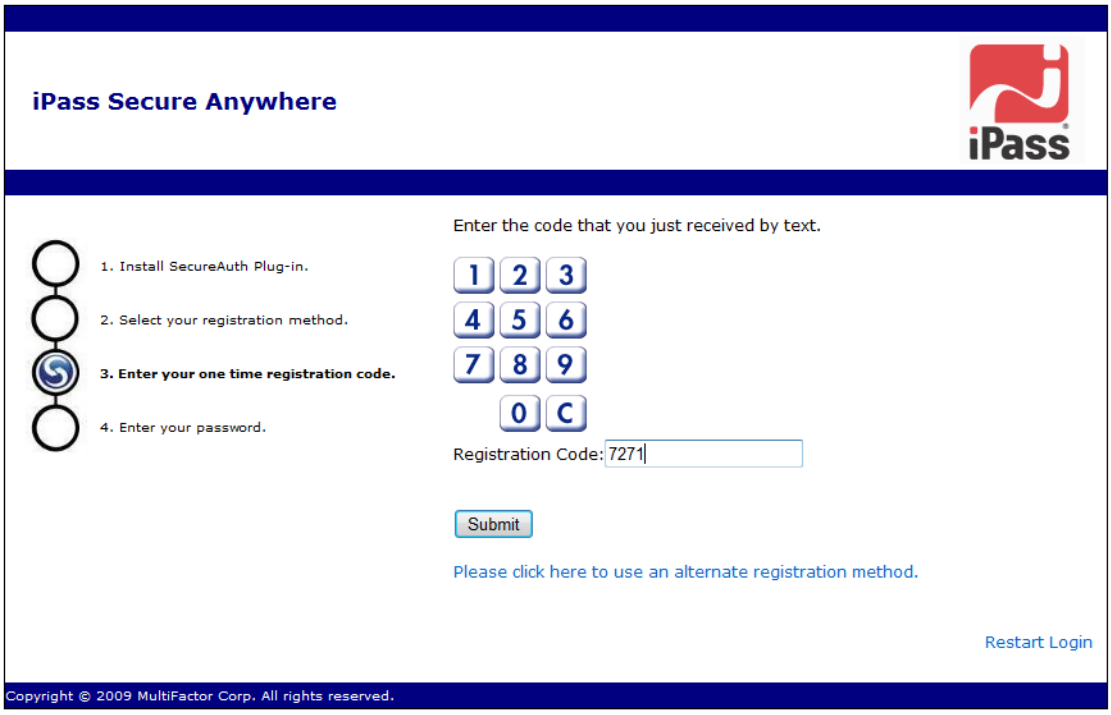
7. After you choose a method for authorization the screen will change, requesting that you enter the one time password delivered to you by the chosen method.


iPass Secure Anywhere
iPass
1. Install SecureAuth Plug-in.
2. Select your registration method.
3. Enter your one time registration code.
4. Enter your password.
Enter the code that you just received by text.
1 2 3
4 5 6
7 8 9
0 C
Registration Code: 7271
Submit
Please click here to use an alternate registration method.
Restart Login
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8. You will be asked to enter the original access password (created in step 4) to complete the certificate installation.

iPass Secure Anywhere
iPass
1. Install SecureAuth Plug-in.
2. Select your registration method.
3. Enter your one time registration code.
4. Enter your password.
Please enter the password associated with your User ID.
User ID: scott-hm@mns.ipass.com
Password:
Submit
Restart Login
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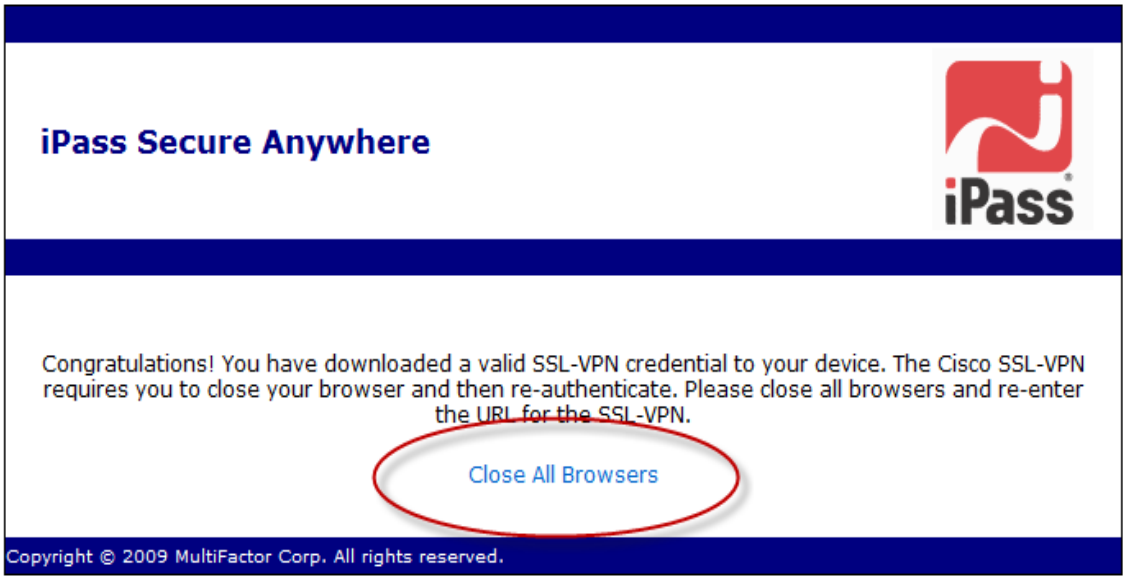
9. After submitting your password, the credentials will be delivered to your computer. This process takes approximately 30 seconds.


iPass Secure Anywhere
iPass
Congratulations! You have downloaded a valid SSL-VPN credential to your device. The Cisco SSL-VPN requires you to close your browser and then re-authenticate. Please close all browsers and re-enter the URL for the SSL-VPN.
Close All Browsers
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10. Once the process is completed, hit the **Close All Browsers** link.

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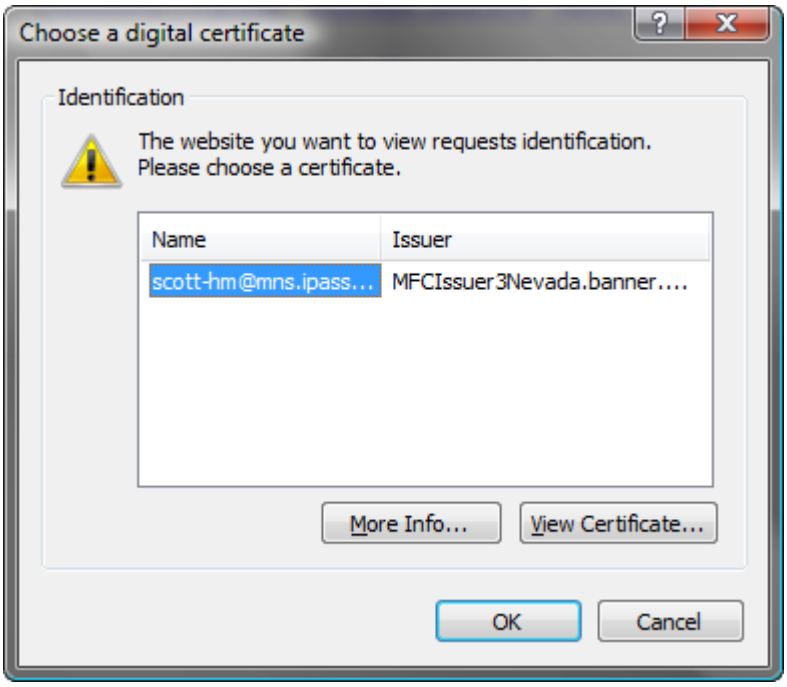
iPass Secure Anywhere Access

Once enrollment is complete, and you have closed all open browsers, you are ready to access the resources protected by iSA.

1. Open a browser and go to https://isa.ipass.com
2. A window requesting that you choose a digital certificate will appear. Make sure your certificate is highlighted and click OK.



3. You will be directed to the secure remote access authentication page.

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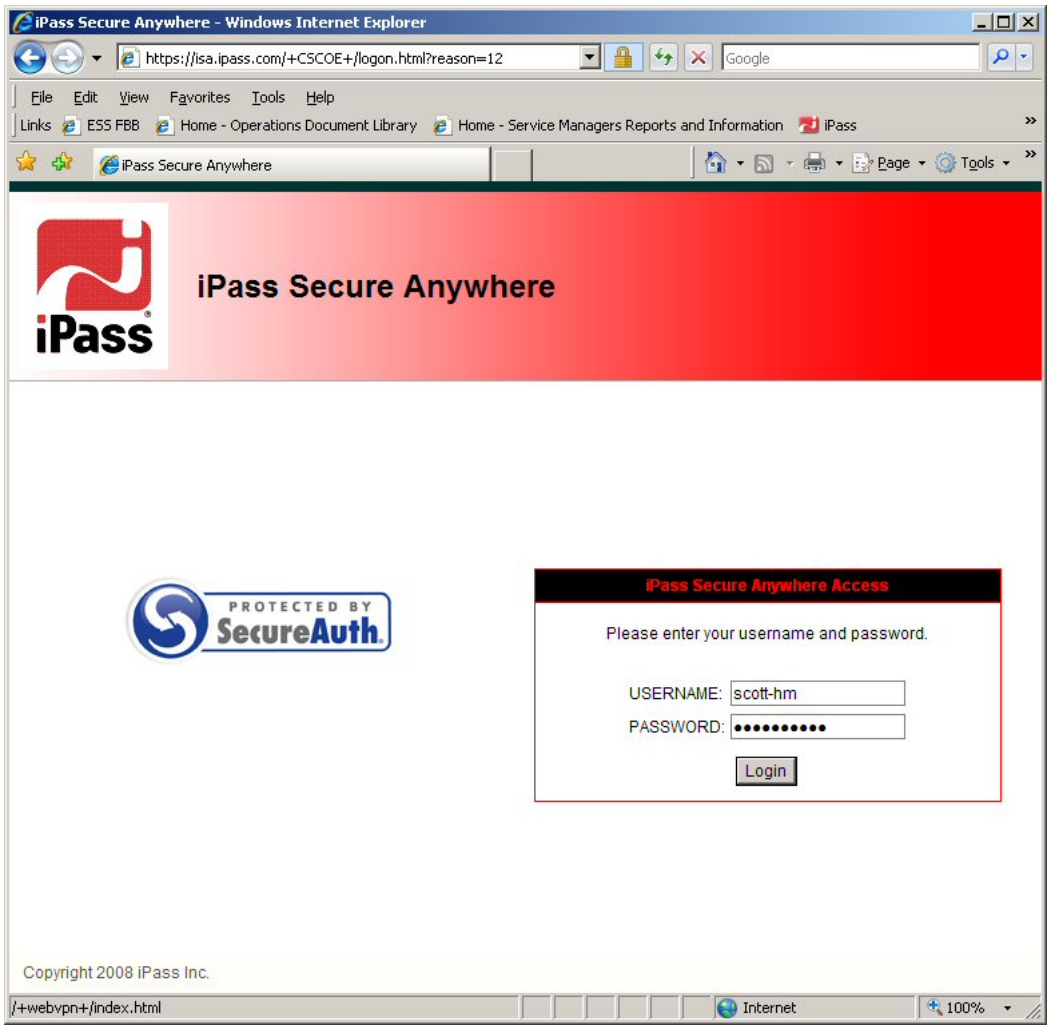
4. Enter the username and password that granted you access to the enrollment system.



NOTE: This page is only accessible after a successful enrollment of a browser. To access the protected resources an x.509 cryptographic certificate must be present in the certificate store. If the system was to be rebuilt, or when accessing from an uncertified system, only the enrollment process is available.

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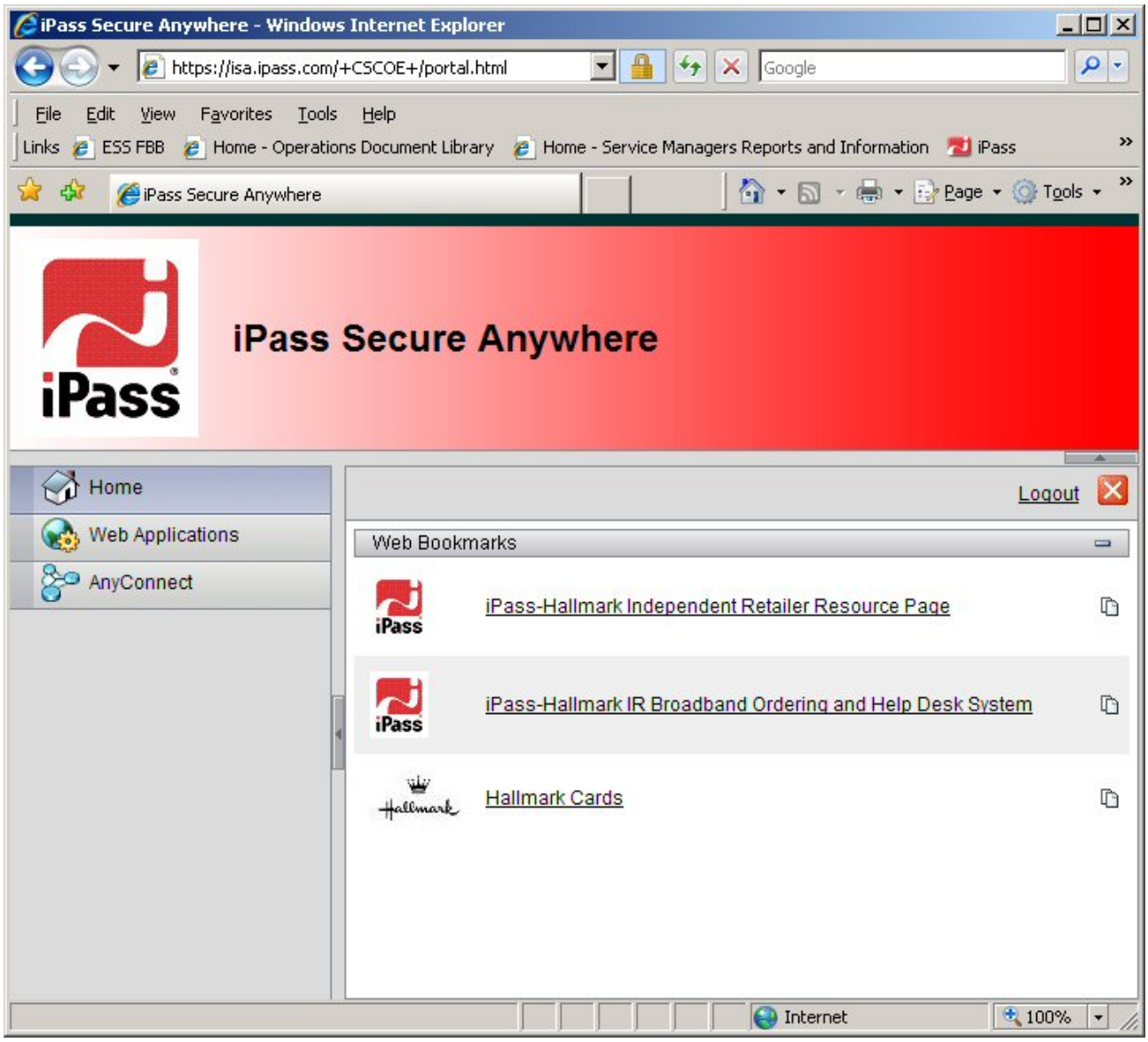
5. The portal page is displayed after a successful authentication of a certified system.



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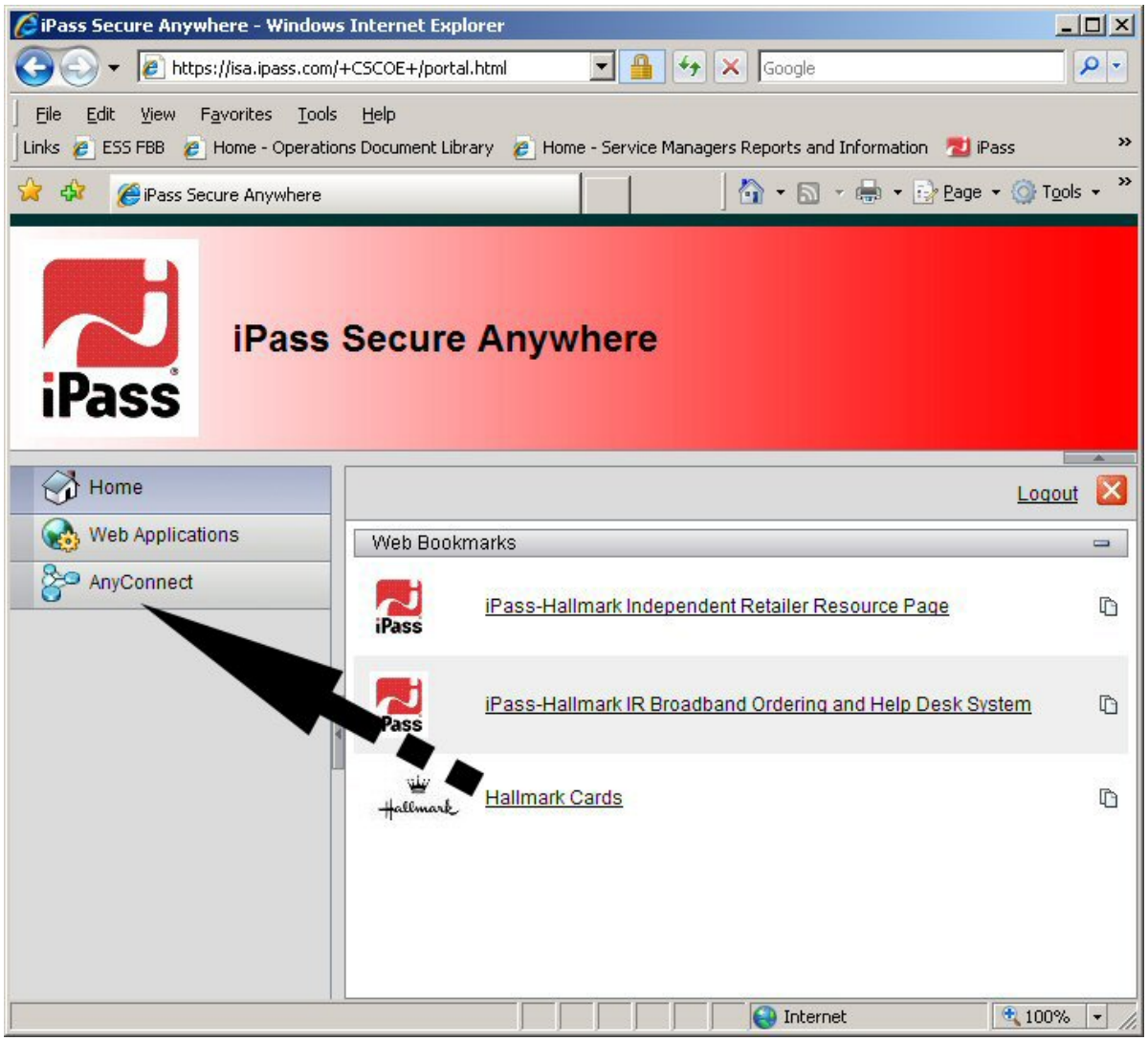
6. The portal page can provide links to web-based resources and applications. For other applications, such as pcAnywhere, you will need to launch the Cisco® AnyConnect Client, which will securely attach your computer to the protected network.
7. The AnyConnect Client is accessed using the menu bar at the left of the portal page (yellow arrow).



8. Clicking on the AnyConnect button will bring you to a screen where you can launch the AnyConnect client.

NOTE: If this is the first time launching the AnyConnect Client, you will be prompted to download and install it. Please follow the on-screen prompts to complete the installation of the AnyConnect client.

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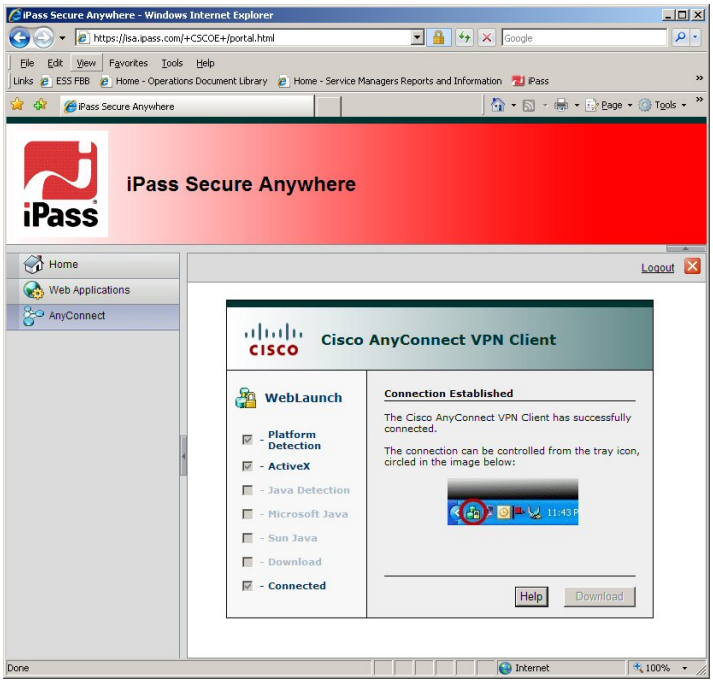
9. Click on the link, and the AnyConnect Client will start.

iPass Secure Anywhere - Windows Internet Explorer
https://lsa.ipass.com/+CSCOE+/portal.html
iPass Secure Anywhere
Home
Web Applications
AnyConnect
Logout
AnyConnect
Start AnyConnect
Initiate an AnyConnect client session to provide client applications on your desktop with network access through your VPN, depending on your company's VPN configuration and your own network access rights. For example, an AnyConnect session might be necessary to use Microsoft Outlook or Microsoft Outlook Express to send or receive e-mail.
Requirements
Before you Connect - Add to Trusted Sites
How to Connect
Always Log Out!
Requirements
Done
Internet
100%

10. Once the AnyConnect Client has successfully connected, you will be able to run your applications and connect to protected resources.



With the connection now established, you can launch applications and access hosts and resources at your store location.

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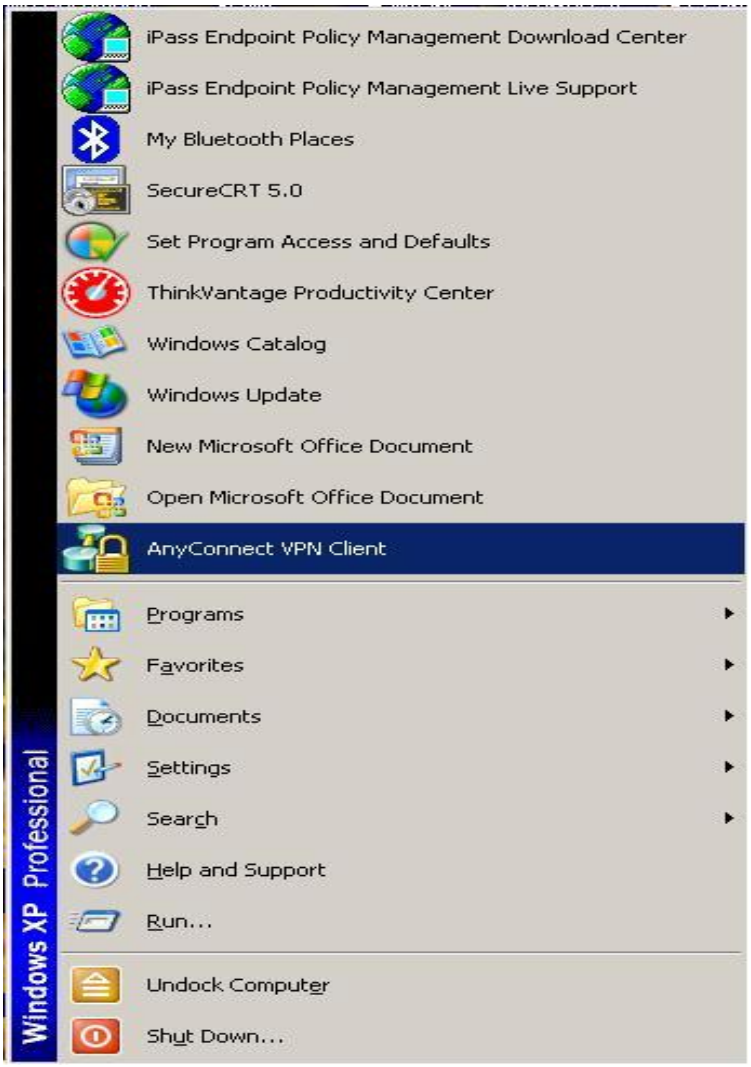
Launching the AnyConnect Client without Using the Web Browser

Once the client certificate and AnyConnect client has been installed, you have the option of launching the AnyConnect client without going through web browser. This is helpful if you need to access resources using applications that require the use of the AnyConnect client (like pcAnywhere).

1. Click on **Start ➔ AnyConnect VPN Client**



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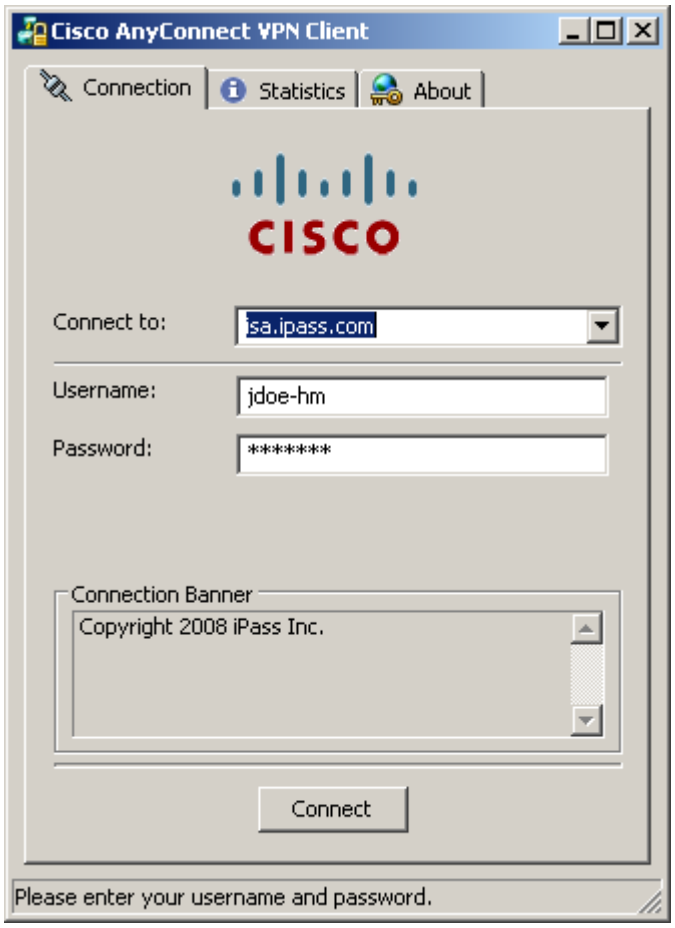
2. Type in your username and password and hit **Connect.**



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Accessing Store Resources

The backroom PC (primary server) comes with pcAnywhere server pre-installed. If you do not already own pcAnywhere on the PC that you want to use iSA with, you can purchase a copy here:

http://www.symantec.com/norton/symantec-pcanywhere

pcAnywhere

You must log into the iSA portal before attempting a connection via pcAnywhere to your store. Follow the user manual that came with pcAnywhere to create a remote network connection. Select **TCP/IP** under remote properties and when asked to enter the **IP Address**, type in the IP address associated with the back room PC. The unique IP address each store is assigned was delivered as an attachment labeled *Access Detail* in the e-mail that indicated order completion. In the example below, you would enter 172.29.0.1.

Hallmark Store Name	iSA Status	Primary Server (Back Room PC)
IR-YOURSTORE#	Complete	172.29.0.1

Hallmark maintains the latest information, along with information about remote printing, on the Retail Technology web site. You can find this information after logging into *HallmarkLink* (http://www.hallmarklink.com).

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Hallmark
RETAIL TECHNOLOGY
POSX
CROWNLINK 2.0
BROADBAND
ROM
PCI
CONTACT US
Program Information
Hallmark/iPass Web Site
Communications
FAQ and Tips
Home > Broadband > FAQ and Tips
PRINT THIS PAGE
Tips
Find tips for using broadband most effectively in your store here.
•Bookmarking favorites on the register
•Preparing to Use iPass Secure Anywhere
• ABOUT RETAIL TECHNOLOGY • SITE MAP • PRIVACY & SECURITY • LEGAL INFORMATION •
• POSX • CROWNLINK 2.0 • BROADBAND • ROM • PCI • CONTACT US •
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DVR (Surveillance Cameras)

You must log into the iSA portal before attempting a connection via the DVR application or web browser. Follow the user manual that came with you DVR application pcAnywhere to connect to your stores DVR. Select. When asked to enter the **IP Address**, type in the IP address associated with the DVR. The IP to access the DVR at each store is different than the IP entered in the DVR. The unique IP address each store is assigned was delivered as an attachment labeled *Access Detail* in the e-mail that indicated order completion. In the example below, you would enter 172.29.24.208.

Hallmark Store Name	iSA Status	DVR-1
IR-YOURSTORE#	Complete	172.29.24.208

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Troubleshooting

If you cannot access your store, please follow the procedures below and follow the contact procedure listed for each issue if you cannot resolve it.

1) **Issue:** You receive an “Authentication Failed” message, cannot install or launch the AnyConnect client.

   Resolution: Please verify that you are entering the one-time password delivered to you at the time of order completion. You will be prompted to create your own password. If you have forgotten this password, you must send an e-mail to iPass technical support in the next section. Your password will be reset to the one you received with your order notification e-mail. You will be prompted to change it at first use.

2) **Issue:** You are having problems during the enrollment or installation of the Cisco AnyConnect client.

   Resolution: Please ensure you have provided the iPass order desk with your correct phone number, cell phone number and e-mail address. Send an e-mail to iPass technical support with the error message you are receiving. You will receive a call back by the next business day to resolve.

3) **Issue:** You are able to launch iSA and Cisco AnyConnect, but do not know how to reach your store’s backroom PC.

   Resolution: To reach files or the backroom PC remotely, you must be using pcAnywhere on the remote PC and have the backroom PC set up to accept connections. If you have verified that both are set-up correctly, call 1-800-852-6060 and follow the prompts to be connected with the Hallmark Gold Crown POS help desk.

4) **Issue:** I cannot reach my store’s DVR system.

   Resolution: Verify that you are using one of the supported DVR’s and the IP address is correct on the DVR. If you still cannot access the DVR or are using a different model, call 1-800-852-6060 and follow the prompts to be connected with the Hallmark Gold Crown point-of-sale help desk.

How to Obtain Support

iPass Technical Support: ess@ipass.com

Information to Include:

iPass H Order Number

Contact Name

Contact Number

Best Time to Contact

As much detail regarding issue

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